

# **14 FAH-5 H-200 DIPLOMATIC POST OFFICE ROLES AND RESPONSIBILITIES**

## **14 FAH-5 H-210 DPO POSTAL OFFICERS**

*(CT:DPO-2; 12-17-2013)  
(Office of Origin: A/LM)*

### **14 FAH-5 H-211 DPO DUTIES OF POSTAL OFFICERS**

*(CT:DPO-1; 11-14-2013)*

The Postal Officer is an inherently governmental position. The scope of duties are outlined, but not limited to, the items listed below.

#### **14 FAH-5 H-211.1 DPO Agreements**

*(CT:DPO-1; 11-14-2013)*

Designated Postal Officers must:

- (1) Be responsible for all local last mile functions; and
- (2) Arrange with foreign governments, as required, to permit State personnel to conduct Diplomatic Post Office (DPO) operations in host countries, including:
  - (a) Receiving DPO mail at designated airports;
  - (b) Coordinate with the Office of the Legal Adviser and the Office of Diplomatic Pouch and Mail (DPM) before entering into any formal support agreements for postal support;
  - (c) Coordinate formal support agreements at the post level and conduct annual review of existing agreements to ensure relevancy; and
  - (d) Arrange postal support, facility deactivations, and DPO closures with DPM.

## **14 FAH-5 H-211.2 DPO Operations**

*(CT:DPO-1; 11-14-2013)*

- a. The Postal Officer ensures that the DPO is operated in accordance with applicable U.S. Code provisions, as well as USPS and Department policy by:
  - (1) Ensuring that all mail is available for delivery the same day of receipt;
  - (2) Ensuring that accountable mail delivery and record of delivery is made properly;
  - (3) Ensuring that mail security is appropriate, including protection of mail and postal effects, and access to mail work areas;
  - (4) Meets both USPS and Department PII protection requirements;
  - (5) Ensuring local last mile transportation requirements are met;
  - (6) Ensuring consistent task performance and continuity when personnel are absent or rotate;
  - (7) Ensuring personnel who handle U.S. Mail understand and comply with current postal directives;
  - (8) Establishing directory files and DPO records properly;
  - (9) Performing directory and mail forwarding service each day mail is received;
  - (10) Meets at least monthly with local postal, customs and airport officials to ensure continuity and addressing problems or issues that may arise with mail arriving or departing the airport; and
  - (11) Serving as the first escalation point for all DPO inquiries at post. After concluding additional assistance is required, escalate to DPO personnel in Washington. DPM will maintain scorecards for each post and report quarterly.
- b. The Postal Officer must maintain Standard Operating Procedures (SOP) for post's "local last mile" DPO operations. SOPs are needed for infrequently performed tasks such as emergency destruction procedures, ordered departures and/or evacuations. SOPs should provide detailed instructions for each functional area of postal operations not specifically covered by the USPS or Department regulations and directives. At a minimum, each SOP will include information that is unique to the post or has significant impact on operations, including key points of contact, alternative operation sites in the event the post DPO becomes inoperative, contingency procedures, and resource protection.

## **14 FAH-5 H-211.3 DPO Inspections**

*(CT:DPO-1; 11-14-2013)*

The Postal Officer must conduct periodic unannounced inspections of the DPO and conduct quarterly inspections to ensure that delivery of mail is performed in a

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U.S. Department of State Foreign Affairs Manual Volume 14 Handbook 5  
Diplomatic Post Office Handbook

timely manner. See 14 FAH-5 H-1000 for instructions on how to conduct inspections.

## **14 FAH-5 H-211.4 DPO Customer Relations**

*(CT:DPO-1; 11-14-2013)*

The Postal Officer must:

- (1) Coordinate postal-related publicity;
- (2) Work with post's Community Liaison Officer (CLO) to educate and inform postal customers in the community; and
- (3) Address postal complaints and ensure corrective actions are implemented.

## **14 FAH-5 H-211.5 DPO Postal Offenses**

*(CT:DPO-2; 12-17-2013)*

The Postal Officer must:

- (1) Report postal offenses within 24 hours of known or suspected incidents of rifling, theft, destruction, and other postal offenses, such as the mailing of illegal drugs or other prohibited matter in accordance with Title 18 of the U.S. Code;
- (2) Immediately notify the Regional Security Officer (RSO);
- (3) Immediately notify DPM via DPO-Answerperson@state.gov and follow up telephonically when possible; and
- (4) Report any subsequent information or evidence discovered during the course of an investigation to the RSO and DPM.

## **14 FAH-5 H-212 THROUGH H-219 UNASSIGNED**